



Michigan
Office of the Auditor General
REPORT SUMMARY

Performance Audit

Prisoner Medical and Dental Services

Department of Corrections

Report Number:
471-0300-06

Released:
March 2008

The Bureau of Health Care Services (BHCS), Department of Corrections (DOC), is responsible for coordinating medical and dental services. These services are provided through a network of outpatient clinics operated at correctional facilities and through a managed health care system for off-site specialty services.

Audit Objective:

To assess the effectiveness of DOC's efforts to comply with selected policies and procedures related to the delivery of medical and dental services.

Audit Conclusion:

We concluded that DOC's efforts to comply with selected policies and procedures related to the delivery of medical services were not effective. We also concluded that DOC's efforts to comply with selected policies and procedures related to the delivery of dental services were effective. We noted one material condition (Finding 1) and one reportable condition (Finding 2).

Material Condition:

BHCS did not conduct all required chronic condition medical evaluations, routine annual health care screenings, and clinic visits resulting from prisoner requests for health care services. Also, BHCS did not ensure that it provided these evaluations, screenings, and clinic visits within time frames established in its policies and procedures. (Finding 1)

Reportable Condition:

BHCS did not consistently charge prisoner copayments (Finding 2).

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Audit Objective:

To assess the effectiveness of DOC's utilization of the electronic prisoner medical record system.

Audit Conclusion:

We concluded that DOC's utilization of the electronic prisoner medical record system was moderately effective. We noted one material condition (Finding 3).

Material Condition:

BHCS did not ensure that its electronic medical record system (Serapis) contained complete and accurate data and provided for sufficient collection, analysis, and reporting of data (Finding 3).

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Audit Objective:

To assess the effectiveness of DOC's efforts to manage prisoner medications.

Audit Conclusion:

We concluded that DOC's efforts to manage prisoner medications were moderately effective. We noted three reportable conditions (Findings 4 through 6).

Reportable Conditions:

DOC should improve controls related to maintaining and distributing restricted medications (Finding 4).

DOC did not effectively monitor the disposal of unused or expired medications or medications returned to the pharmacy contractor (Finding 5).

BHCS did not document the justification for the use of a brand name or nonformulary drug rather than a generic or formulary drug. In addition, BHCS did not document the regional medical officer's approval for brand name and nonformulary drugs prescribed by health care professionals. (Finding 6)

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Audit Objective:

To assess the effectiveness of DOC's efforts to manage health care staffing.

Audit Conclusion:

We concluded that DOC's efforts to manage health care staffing were

moderately effective. We noted one material condition related to the delivery of health care services (Finding 1), which is reported under the delivery of services objective.

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Audit Objective:

To assess the effectiveness of DOC's efforts to monitor the managed health care and pharmaceutical contracts.

Audit Conclusion:

We concluded that DOC's efforts to monitor the managed health care and pharmaceutical contracts were moderately effective. We noted one reportable condition (Finding 7).

Reportable Condition:

BHCS should improve its monitoring of the managed health care and pharmaceutical contracts.

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Agency Response:

Our audit report includes 7 findings and 9 corresponding recommendations. DOC's preliminary response indicates that it agrees with all of the recommendations and has complied or will comply with them.

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A copy of the full report can be obtained by calling 517.334.8050 or by visiting our Web site at: <http://audgen.michigan.gov>



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